

CLAIMS

What is claimed is:

1. An automated method of transferring a call comprising:
within an established call with a calling party, receiving from said calling party a request specifying a name;
comparing said name with a listing of names and associated directory numbers to determine if there is a match;
processing a directory number associated with said matched name according to translation attributes to determine a dialable number; and
sending said dialable number to a telephony switch to transfer said call.
2. The method of claim 1, said processing step further comprising:
processing a directory number associated with said matched name according to local switch specific translation attributes.
3. The method of claim 2, said processing step comprising:
processing said directory number according to translation attributes selected from the group consisting of local area codes, a defined service area, telephony protocols, telephony switch specific parameters for completing said call transfer, and company specific dialing preferences.
4. The method of claim 3, further comprising:
specifying said translation attributes.
5. The method of claim 2, said receiving step further comprising:
receiving a user spoken utterance specifying said name; and
speech recognizing said user spoken utterance to determine said name.
6. The method of claim 2, said receiving step further comprising:

2 receiving dual tone multi-frequency key input specifying said name.

1 7. The method of claim 1, said processing step further comprising:
2 determining whether said directory number is an internal number or an external
3 number.

1 8. The method of claim 7, said processing step further comprising:
2 for said internal number, identifying an internal extension within said directory
3 number.

1 9. The method of claim 8, said processing step further comprising:
2 adding at least one of a predetermined internal prefix and a predetermined
3 internal suffix to said directory number.

1 10. The method of claim 7, said processing step further comprising:
2 for said external number, determining whether said directory number is a local
3 number or a long distance number.

1 11. The method of claim 10, said processing step further comprising:
2 for said long distance number, adding at least one of a predetermined long
3 distance prefix and a predetermined long distance suffix to said directory number.

1 12. The method of claim 10, said processing step further comprising:
2 identifying a specified grouping of digits within said number and replacing said
3 identified grouping with predetermined substitute digits.

1 13. The method of claim 1, said processing step further comprising:
2 determining that said directory number is associated with a tie-line; and
3 adding at least one of a tie-line prefix and a tie-line suffix to said directory

4 number.

1 14. A directory assistance system comprising:
2 a database specifying a listing of names and corresponding directory numbers;
3 and
4 an interactive voice response unit configured to receive a request for a name
5 from a calling party over an established call, to compare said name with said listing of
6 names to determine if there is a match, to process a directory number associated with
7 said matched name according to translation attributes to determine a dialable number,
8 and to send said dialable number to a telephony switch to transfer said call.

1 15. The system of claim 14, further comprising:
2 a telephony switch operatively connected to said interactive voice response unit,
3 wherein said telephony switch is configured to receive said dialable number and
4 transfer said call to said dialable number.

1 16. A machine-readable storage, having stored thereon a computer program having
2 a plurality of code sections executable by a machine for causing the machine to
3 perform the steps of:
4 within an established call with a calling party, receiving from said calling party a
5 request specifying a name;
6 comparing said name with a listing of names and associated directory numbers
7 to determine if there is a match;
8 processing a directory number associated with said matched name according to
9 translation attributes to determine a dialable number; and
10 sending said dialable number to a telephony switch to transfer said call.

1 17. The machine-readable storage of claim 16, said processing step further
2 comprising:

3 processing a directory number associated with said matched name according to
4 local switch specific translation attributes.

1 18. The machine-readable storage of claim 17, said processing step comprising:
2 processing said directory number according to translation attributes selected
3 from the group consisting of local area codes, a defined service area, telephony
4 protocols, telephony switch specific parameters for completing said call transfer, and
5 company specific dialing preferences.

1 19. The machine-readable storage of claim 17, said receiving step further
2 comprising:
3 receiving a user spoken utterance specifying said name; and
4 speech recognizing said user spoken utterance to determine said name.

1 20. The machine-readable storage of claim 17, said receiving step further
2 comprising:
3 receiving dual tone multi-frequency key input specifying said name.

1 21. The machine-readable storage of claim 16, said processing step further
2 comprising:
3 determining whether said directory number is an internal number or an external
4 number.

1 22. The machine-readable storage of claim 21, said processing step further
2 comprising:
3 for said internal number, identifying an internal extension within said directory
4 number.

1 23. The machine-readable storage of claim 22, said processing step further

comprising:

adding at least one of a predetermined internal prefix and a predetermined

internal suffix to said directory number.

24. The machine-readable storage of claim 21, said processing step further

comprising:

for said external number, determining whether said directory number is a local

number or a long distance number.

25. The machine-readable storage of claim 24, said processing step further

comprising:

for said long distance number, adding at least one of a predetermined long

distance prefix and a predetermined long distance suffix to said directory number.

26. The machine-readable storage of claim 24, said processing step further

comprising:

identifying a specified grouping of digits within said number and replacing said

identified grouping with predetermined substitute digits.

27. The machine-readable storage of claim 16, said processing step further

comprising:

determining that said directory number is associated with a tie-line; and

adding at least one of a tie-line prefix and a tie-line suffix to said directory

number.